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*Inside yourself or outside, you never have to change
what you see, only the way you see it. (Thaddeus Galas)*

Terri Knox

Introductory Seminar

An introduction to the power of believing in yourself. Terri Knox emphasizes the importance of investing in one's self. Through laughter, tears and profound simplicity, participants will learn to identify personal and professional goals, plus identify concrete plans on how to achieve them. What do the terms professional and attitude really mean? How do they impact your personal environment? These are the types of questions that will be explored.

Terri believes that having a roadmap to follow in life will allow you to follow your dreams and attain your goals, while living with less stress and greater focus. To accelerate both success and personal growth, we must connect to our limitless potential. Terri provides proven tools, tips and strategies designed to turn on every individual's internal 'success magnet'. Terri's innovative message is developed to fit with the reality of our day-to-day challenges and busy lives. Her energy, enthusiasm, commitment, and sincerity will be key to enabling individuals to recognize how essential it is to invest in YOU!

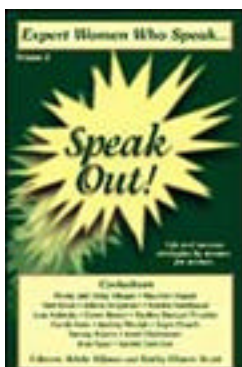


Can you visualize your goals? Do you know how to win over difficult customers? Are you motivated and satisfied with your job? Do you listen, but not hear what is being said?

Your team will be strong as we explore:

- *Teamwork concepts
- *Internal vs. external customers
- *Goal setting techniques
- *Mechanisms for conflict resolution
- *Building upon one's self-esteem
- *Super-exceeding customer expectations
- *Effective communication skills
- *Improved customer service
- *Causes of bad service
- *Team building techniques
- *Control of behaviours and feelings
- *Stress handling techniques

Only if you believe in yourself first, can you expect to deliver exceptional customer service to others. This concept is fundamental for any change to occur and will ultimately impact both your personal and professional lives.



**Expert Women Who Speak...Speak Out!
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